

camera terminals for automatically transmitting data between the digital camera and the service computer.

36. (Amended) The system of claim 27 wherein the housing further comprises a power supply for providing electrical power to the digital camera.

37. (Amended) The system of claim 27 wherein the housing further comprises a battery charger for charging a battery included in the digital camera for providing electrical power to same.

### **REMARKS**


Applicants have amended the application to correct various word processing errors. Support for the amendments to the specification may be found in the originally filed claims and in the specification on page 30, lines 6-12.

Applicants are submitting an Information Disclosure Statement identifying a related application with claims directed to a corresponding method of processing a customer concern. A copy of the application Serial No. 09/547,650 filed on the same day, April 12, 2000, as the present application is enclosed for the Examiner's review.

No additional fees are believed to be due as the result of the filing of this paper. However, any additional fees or credits may be applied to Deposit Account 06-1510 (Ford Global Technologies, Inc.) as authorized by the original transmittal letter in this case.

Respectfully submitted,

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Attachment

**VERSION WITH MARKINGS TO SHOW CHANGES MADE****In The Specification**

✓ “Disclosure of Invention” section beginning on page 5, line 24 and extending through page 10, line 4:

“A system for processing a customer concern includes a service station having a removable digital camera assembly for capturing digital information, such as images, related to the customer concern. The digital information is automatically downloaded from the digital camera assembly when the assembly is returned to the service station. A reviewer station receives the digital information from the service station via a communication network and determine how to address the customer concern. In one embodiment of the invention, a housing having a removable service computer for receiving data indicative of the customer concern includes a recessed area for a removable digital camera with an attached scanner. The removable digital camera may be used to capture at least one image of a subject matter of the customer concern and automatically transfer the at least one image to the service computer when installed in the housing. The attached scanner may be used to acquire identifying indicia, such as a vehicle identification number, and automatically associate the identifying indicia with the at least one image. A remotely positioned reviewer computer receives the at least one image and associated identifying indicia from the service computer via a communication network to determine how to correct the customer concern.

The present invention offers many advantages and benefits over the prior art. For example, the present invention reduces the time and cost of resolving a customer concern. Moreover, the present invention increases customer satisfaction by resolving customer concerns in near real time.”

**Paragraphs beginning on page 10, at line 13 and extending through page 11, line 3, as shown below:**

“Figure 2b is a block diagram [the] illustrating a scanner and a digital camera interface, in accordance with the present invention;

Figure 3 is a front view of [the] a container having a lid and a base, in accordance with the present invention;

Figure 4 is a rear view of [the] a container, in accordance with the present invention;

Figure 5 is a side view of a container, in accordance with the present invention;

Figure 6 is a perspective view of the interior surfaces of [the] a container, in accordance with the present invention;

Figure 7 is a top view of [the] a container with the lid in the open [positioned] position, and further illustrating the service computer positioned within the computer recess portion, in accordance with the present invention;”

**Paragraph beginning on page 25, at line 16, as shown below:**

“After the service writer has captured the digital images set forth above the service writer generates a claim approval request form. A detailed description of the claim approval request form will be described in the following text and shown in subsequent figures. Once the claim approval request form has been generated, as represented by block 410 the digital images and the request form [is] are transmitted to a remote claim reviewer, as represented by block 412. At block 414, the remote claim reviewer is alerted as to whether the request is a currently open request or a new request. Remote claim reviewer accesses the claim approval request by viewing a claim reviewer screen, as represented by block 416.”

**Paragraph beginning on page 27, at line 6 as shown below:**

“In a preferred embodiment of the present invention, system 100 is accessible by an automotive engineering community responsible for designing the company’s products.

System 100, for example, is connected to a data warehouse 600 (shown in Figure 1). Data warehouse 600 is accessed by the automotive engineering community to determine whether a corrective action such as a product redesign is needed. The engineering community views the digital images attached to the claim approval request files and [are] is able to quickly determine what the problem is and generate a fix. The present invention contemplates that other company divisions can be immediately notified of a defect in the product and a corrective action can be initiated. For example, the company's product factories 800 (see Figure 1) can be notified and take suitable action to correct the product defect. The present invention significantly reduces the amount of time to obtain product defect feedback and thus allows corrective actions to take place much sooner which ultimately reduces warranty costs and increases customer satisfaction."

### **In The Claims**

1. (Amended) A system for processing a customer concern, the system comprising:

a service station having a digital camera assembly, wherein the digital camera assembly is removable from the service station for capturing digital information related to the customer concern[,] and the captured digital information is automatically downloaded from the digital camera when the camera is returned to the service station;

a reviewer station for receiving the captured digital information from the service station for determining how to address the customer concern; and

a communication port for [network] connecting the service station with the reviewer station for transmitting information related to the customer concern including the captured digital information therebetween.

2. (Amended) The system of claim 1 wherein the service station [further] comprises a computer in selective communication with the digital camera assembly for receiving digital information related to [of] the customer['s] concern.

3. (Amended) The system of claim 1 wherein the service station [further] comprises a scanner for acquiring at least one identifying indicia.

5. (Amended) The system of claim 3 wherein the at least one identifying indicia is watermarked onto the captured digital information.

7. (Amended) The system of claim 1 wherein the service station [further] comprises a housing[, the housing has] having a base and a base cover.

8. (Amended) The system of claim 7 wherein the base [further] comprises a first recessed portion for receiving a computer.

9. (Amended) The system of claim [7] 8 wherein the base further comprises a second recessed portion for receiving the digital camera assembly.

10. (Amended) The system of claim [8] 9 wherein the second recessed portion further comprises a plurality of terminals [which contact] for contacting a plurality of camera terminals on the digital camera assembly.

11. (Amended) The system of claim 10 wherein the plurality of terminals [further] comprises a first set of terminals [in] for communication with a first set of camera terminals for charging the digital camera assembly.

12. (Amended) The system of claim [10] 11 wherein the plurality of terminals further comprises a second set of terminals [in] for communication with a second set of camera terminals for transmitting data between the digital camera assembly and a computer installed in the first recessed portion.

13. (Amended) The system of claim 1 wherein the service station [further] comprises a power supply for providing electrical power to the digital camera assembly.

14. (Amended) The system of claim 1 wherein the service station [further] comprises a battery charger for charging a battery included in the digital camera assembly for providing electrical power to same.

16. (Amended) The system of claim 15 further [comprises] comprising a scanner in communication with the digital camera assembly for acquiring at least one identifying indicia.

17. (Amended) The system of claim 16 wherein the at least one identifying [information] indicia is a vehicle identification number.

18. (Amended) The system of claim 16 wherein the at least one identifying indicia [information] is watermarked onto the images.

19. (Amended) The system of claim 15 further [comprises] comprising a housing having a base and a base cover.

20. (Amended) The system of claim 19 wherein the base [further] comprises a first recessed portion for receiving [a] the service computer.

21. (Amended) The system of claim [19] 20 wherein the base further comprises a second recessed portion for receiving the digital camera assembly.

22. (Amended) The system of claim 21 wherein the second recessed portion [further] comprises a plurality of terminals [which contact to] for contacting a plurality of digital camera assembly terminals.

23. (Amended) The system of claim 22 wherein the plurality of terminals [further] comprises a first set of terminals in communication with a first set of digital camera assembly terminals for charging the camera.

24. (Amended) The system of claim 22 wherein the plurality of terminals further comprises a second set of terminals in communication with a second set of digital camera assembly terminals for transmitting data between the camera and computer.

25. (Amended) The system of claim 19 wherein the housing [further] comprises a power supply for providing electrical power to the digital camera.

26. (Amended) The system of claim 19 wherein the housing [further] comprises a battery charger for charging a battery included in the digital camera assembly for providing electrical power to same.

27. (Amended) A system for processing a customer concern, the system comprising:

a housing having a removable [a] service computer for receiving data indicative of the customer concern;

a removable digital camera [in communication with the service computer] for capturing at least one image of a subject matter of the customer concern and automatically transferring the at least one image to the service computer when installed in the housing;

a scanner attached to the removable digital camera for acquiring an identifying indicia of the subject matter of the customer concern and automatically associating the identifying indicia with the at least one image; and

a remotely positioned reviewer computer for receiving the at least one image and associated identifying indicia from the service computer via a communication network to determine how to correct the customer concern[; and

a communication network connecting the service computer with the reviewer computer for transmitting customer concern information including the at least one image therebetween].

30. (Amended) The system of claim 27 wherein the housing [further] comprises [a housing having] a base and a base cover.

31. (Amended) The system of claim 30 wherein the base [further] comprises a first recessed portion for receiving the service computer.



32. (Amended) The system of claim 30 wherein the base further comprises a second recessed portion for receiving the digital camera and scanner.

33. (Amended) The system of claim [30] 32 wherein the second recessed portion [further] comprises a plurality of terminals [which contact to] for contacting a plurality of corresponding digital camera terminals.

34. (Amended) The system of claim 33 wherein the plurality of terminals [further] comprises a first set of terminals in communication with a first set of digital camera terminals for charging the digital camera.

35. (Amended) The system of claim [33] 34 wherein the plurality of terminals further comprises a second set of terminals in communication with a second set of digital camera terminals for automatically transmitting data between the digital camera and the service computer.

36. (Amended) The system of claim [30] 27 wherein the housing further comprises a power supply for providing electrical power to the digital camera.

37. (Amended) The system of claim [30] 27 wherein the housing further comprises a battery charger for charging a battery included in the digital camera for providing electrical power to same.